Preferred Drug List
The Preferred Drug List (PDL) is a standardized prescribing reference and clinical guide of prescription drug products selected by ‘Ohana’s Pharmacy and Therapeutics Committee. The selection of drugs is based on the drugs’ efficacy, safety, side effects, pharmacokinetics, clinical literature and cost-effectiveness profile.

The Preferred Drug List can be viewed at www.ohanahealthplan.com. Click on For Providers, then at the top of the page, choose the Pharmacy tab.

Drug Evaluation Review
‘Ohana Health Plan’s Drug Evaluation Review (DER), or prior authorization (PA) process, is designed to minimize adverse drug events, ensure appropriate utilization and clinical monitoring, and maintain the highest level of pharmaceutical care for our members.

A Drug Evaluation Review is needed for the following:

- Drugs not on the ‘Ohana Preferred Drug List
- Drugs listed on the PDL for prior authorization
- Most self-injectable and infusion medications
- Brand-name drugs when a generic exists
- Prescriptions that exceed the FDA daily or monthly quantity limit
- Drugs that have a step edit and the first line therapy is inappropriate
- Drugs that have an age edit
- Duplication of therapy

Obtaining a Drug Evaluation Review

Follow these three easy steps:

2. Fax the form to ‘Ohana’s Pharmacy Services department at 1-888-877-8239.
3. Include pertinent medical history when submitting a DER form for medical exception.

Our standard is to respond to DER requests within 72 hours. Expedited requests are answered within 24 hours.
emergency supply/after-hours prescription requests

For prescriptions requiring a DER (prior authorization), ‘Ohana Health Plan will provide an emergency supply of medication during holidays, weekends or after hours, until a DER decision has been made. An emergency supply will be authorized at a network pharmacy. This does not include excluded drugs as defined in the Provider Manual.

‘Ohana Health Plan’s Pharmacy Help Desk and its affiliated vendor, Walgreens Health Initiative (WHI), are available to assist providers seven days a week, 24 hours a day. The Pharmacy contact number is 1-888-505-1198.

emergency prescription fills

Situations requiring emergency prescription fills include:

• When the member leaves a hospital emergency room with a prescription from a non-network physician
• When the member needs a pharmaceutical product that, if not obtained immediately, will be life-threatening
• When a member is discharged from an institution (rehab facility, long-term care facility, etc.) and requires a prescription that, if not obtained, may cause a hospitalization

On the next business day, the retail pharmacist who completed the emergency fill should contact ‘Ohana’s Pharmacy Help Desk at 1-888-505-1198 for a resolution.

Specialty Pharmacy

Patients living with complex health conditions have unique needs. That is why our Specialty Pharmacy provides special services and personalized care to help members taking certain injectable biotech and/or biologic prescriptions achieve the best results from prescribed therapy. The medication can be delivered to the patient’s home, your office or an alternative site of your choice.

Specialty Pharmacy Contact Information

Monday through Friday between 3am and 2pm HST
(2am and 1 pm HST during Daylight Saving Time)
Telephone: 1-866-458-9246 Fax: 1-866-458-9245

Pharmacy forms and more in-depth information can be found on the Pharmacy page of the ‘Ohana Web site and on the Forms and Documents page. Please see the ‘Ohana Medicaid Provider Manual for additional information. Visit our Web site at www.ohanahealthplan.com for regular updates.